

WHAT IS CLAIMED IS:

1. A system for documenting delays comprising:
 - a communications device operable by a user, wherein the communications device is adapted to receive from the user project information related to a delay associated with a project;
 - a server accessible by the communications device via a communications network during a communications session to receive the project information from the communications device; and
 - a systems interface coupled to the server, wherein the systems interface is adapted to facilitate uploading of the project information from the communications device to the server during the communications session,
 - wherein the server is further adapted to update a delay maintenance timer with the project information.
2. The system of claim 1, wherein the delay maintenance timer is associated with a legacy system.
3. The system of claim 1, wherein the project information comprises one or more of a name of a person authorizing invocation of the DMT; a customer name; a telephone number of the customer; a reason for the delay; a date and time the agreement was reached with the customer; a return date and time on which performance of the task should be resumed; and comments.

4. The system of claim 1, wherein the communications device is one of a telephone and a computer.
5. The system of claim 1, wherein the systems interface includes one or more of a protocol server and a transaction server.
6. A method for documenting delays comprising the steps of:
 - inputting project information related to a delay associated with a project using a communications device;
 - establishing a communications session between the communications device and a server;
 - uploading the project information from the communications device to the server; and
 - updating a delay maintenance timer with the project information.
7. The method of claim 6, wherein the inputting step uses a user interface at the communications device.
8. The method of claim 6, wherein the establishing step involves a communication network and a systems interface.
9. The method of claim 6, wherein the project information comprises an amount of time associated with the delay.

10. The method of claim 9, wherein the amount of time associated with the delay is accumulated in the delay maintenance timer as part of a DMT time to be subtracted from a total time kept by a maintenance clock.

11. A system for documenting delays comprising:

a communications device operable by a user, wherein the communications device is adapted to receive from the user project information related to a delay associated with a project;

a server accessible by the communications device via a communications network during a communications session to receive the project information from the communications device;

a systems interface coupled to the server, wherein the systems interface is adapted to facilitate uploading of the project information from the communications device to the server during the communications session;

a delay maintenance timer accessible by the server, wherein the delay maintenance timer is adapted to receive an amount of delay time based on the project information from the server; and

a maintenance clock that keeps an overall time associated with the project, wherein the amount of delay time is discounted from the overall time.

12. The system of claim 11, wherein one or both of the delay maintenance timer and the maintenance clock are associated with a legacy system.

13. The system of claim 12, wherein the legacy system is a work force administration system.
14. The system of claim 11, wherein the systems interface has provisions to determine whether the user is an authorized user.
15. The system of claim 11, wherein the project information includes a reason for the delay.
16. A method for documenting delays comprising the steps of:
- initializing a maintenance clock upon commencement of a project, wherein the maintenance clock continuously accumulates an overall project time from the commencement to a closeout of the project;
 - dispatching a service person to a field location of the project;
 - inputting project information related to a delay encountered by the service person using a communications device at the field location;
 - establishing a communications session with a server;
 - uploading the project information to the server;
 - calculating an amount of delay time based on the project information; and
 - subtracting the amount of delay time from the overall project time.

17. The method of claim 16, wherein the project information comprises one or more of a name of a person authorizing the amount of delay time; a customer name; a telephone number of the customer; a reason for the delay; a date and time the agreement was reached with the customer; a return date and time on which performance of the task should be resumed; and comments.

18. The method of claim 16, wherein the inputting step uses a user interface, wherein the user interface has dedicated fields to received various components of the project information.

19. The method of claim 16, wherein the amount of delay time is accumulated by a delay maintenance timer accessible by the server.

20. The method of claim 16, wherein the subtracting step is performed by a legacy system that hosts the maintenance clock.

21. A method for documenting justifiable delay time associated with a project comprising the steps of:

initializing a maintenance clock upon commencement of the project,
wherein the maintenance clock continuously accumulates an overall project time
from the commencement to a closeout of the project;

dispatching a person to a field location associated with the project;

encountering a delay at the field location;

gathering project information associated with the delay at the field location;

determining whether the delay is a justifiable based on a set of established rules;

inputting the project information by the field personnel in a communications device at the field location if the delay is a justifiable delay;

establishing a communications session with a server using the communications device;

uploading the project information from the communications device to the server;

updating a delay maintenance timer by the server with an amount of delay time derived from the project information; and

subtracting the amount of delay time from the overall project time at the closeout of project.

22. The method of claim 21, wherein the project is a task regulated by a governmental agency.

23. The method of claim 21, wherein the established rules include imposition of a fine if the overall project time exceeds a threshold.

24. The method of claim 21, wherein the established rules are service installation guarantee rules.

25. The method of claim 21, wherein the delay maintenance timer resides at a legacy system that hosts the maintenance clock.